



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NOV 0 8 2001

Docket No. 9230.00

**INFORMATION
DISCLOSURE STATEMENT**

Application of

Nicholas Heard

Serial No. 09/865,828

Filed: May 24, 2001

Confirmation No.: 5577

Group Art Unit: 2621

Examiner: Unknown

**FOR: METHOD AND APPARATUS FOR DETERMINING ONE OR MORE
STATISTICAL ESTIMATORS OF CUSTOMER BEHAVIOR**

Technology Center 2600

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CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231 on
NOV 0 8 2001 (Date of Deposit).


Shirley Doll

Assistant Commissioner for Patents
Washington, D.C. 20231

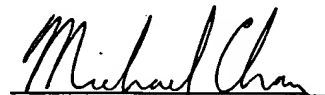
Sir:

In accordance with 37 CFR 1.56 and 1.97-1.98 with regard to the above-named application, please find enclosed a copy of the reference(s) listed on the enclosed form entitled "List of Patents and Publications For Applicant's Information Disclosure Statement".

The above reference(s) was/were cited in a Search Report from the GB Patent Office with regard to a application corresponding to the named US application.

A copy of the Search Report is enclosed herewith.

Respectfully submitted,



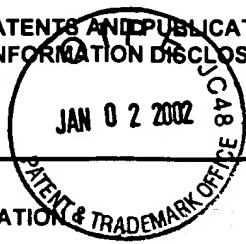
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LIST OF PATENTS AND PUBLICATIONS FOR
APPLICATION'S INFORMATION DISCLOSURE STATEMENT



ATTY. DOCKET

9230.00

SERIAL NUMBER

09/865,828

APPLICANT

Nicholas Heard

FILING DATE

May 24, 2001

GROUP

2621

REFERENCE DESIGNATION U.S. PATENT DOCUMENTS

Exam. Initial		DOCUMENT NUMBER							DATE	NAME	CLASS	SUB- CLASS	FILING DATE IF APPROPRIATE
	AA	5	7	0	4	0	1	7	12/97	Heckerman et al.			
	AB												
	AC												
	AD												
	AE												
	AF												
	AG												
	AH												
	AI												
	AJ												
	AK												

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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER							DATE	COUNTRY	CLASS	SUB- CLASS	TRANSLATION	
													YES	NO
	AL	9	9	0	9	5	0	3	02/99	WO				
	AM													
	AN													
	AO													
	AP													

OTHER

ART (Including Author, Title Date, Pertinent Pages, etc.)

	AR		
	AS		
	AT		
	AU		

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.